

Cisco

Exam 210-060

Implementing Cisco Collaboration Devices v1.0

Version: 8.0

[Total Questions: 156]

Question No : 1

A user reports that when they receive a voicemail on their phone, they do not receive it in their email as well. Which feature on Cisco Unity Connection should be checked?

- A. Cisco Unified Messaging Service
- B. Enterprise Parameters
- C. Roles
- D. Message Waiting Indicators
- E. Alternate MWI

Answer: A

Question No : 2

An engineer receives a service ticket because a user cannot log into Cisco Unified CM User Options. Where can the engineer verify that the user account is active?

- A. LDAP System Configuration
- B. LDAP Directory
- C. End User Configuration
- D. LDAP Authentication
- E. Route Plan Report

Answer: C

Question No : 3

Which port is the default port for SCCP call signaling on Cisco Unified Communications Manager?

- A. 2000
- B. 2443
- C. 5060
- D. 5061

Answer: A

Question No : 4

Which type of signaling does desktop control mode use to control a desk phone?

- A. CTIQBE
- B. SIP
- C. XMPP
- D. SCCP

Answer: A

Question No : 5

Which three methods can remotely force a Cisco Unified Communications Manager Express phone to reset? (Choose three.)

- A. Issue a shutdown, no shutdown command on a switch port that provides PoE to a Cisco phone.
- B. Issue the restart command under the ephone-dn configuration of the phone.
- C. Issue the reset command under the ephone configuration of the phone.
- D. Issue the reset command under the ephone-dn configuration of the phone.
- E. Issue the reset H.H.H (mac-address) command telephony-service configuration.
- F. Issue the reset H.H.H (mac-address) command under global configuration.

Answer: A,C,E

Question No : 6

The IP phone of user A is registered with Cisco Unified Communications Manager subscriber1 while the IP phone of user B is registered with subscriber2. User A is speaking to user B on an active call. A junior network engineer mistakenly reboots subscriber1.

What effect does this have on the call?

- A. User A can hear B, but B cannot hear A.
- B. User A cannot hear B, but B can hear A.
- C. This action drops the call.
- D. This action does not affect the call.

E. The call remains active, but quality may suffer.

Answer: D

Question No : 7

Which command is used to troubleshoot calls as they enter and leave a PRI connection?

- A. Debug isdn q 931
- B. Show voice call summary
- C. Debug voip dialpeer
- D. Show dial-peer voice summary

Answer: A

Question No : 8

Which two profile types are needed to enable a user for IM and Presence? (Choose two.)

- A. Cisco Unified Communications Service
- B. voicemail profile
- C. Jabber profile
- D. device profile
- E. network access profile
- F. service profile

Answer: A,F

Question No : 9

A field technician must reset a single 7965 IP phone so that it will be discovered on the network again and request an IP address from DCHP. Which steps should the network engineer provide?

- A. Have field technician select the Settings button on phone, then dial # # * * *
- B. Have field technician select the Settings button on phone, then dial # # * # #
- C. Have field technician select the Settings button on phone, then dial * * # * *

D. Have field technician select the Settings button on phone, then dial * * # # #

Answer: C

Question No : 10

Which four tasks does RTMT allow an administrator to perform? (Choose four.)

- A. View syslog messages.
- B. Generate alerts when threshold is below or above user-configured.
- C. Monitor a set of predefined management objects that monitor the health of the system.
- D. Collect information and traces about errors or alerts that exist in the RTMT.
- E. Reboot the system.
- F. Perform incremental backups.
- G. Export CDR.

Answer: A,B,C,D

Question No : 11

A new user has successfully registered Cisco Jabber. Which option verifies that the Jabber client is connected to all appropriate back-end systems?

- A. Show Connection Status
- B. Report A Problem
- C. Advanced Settings
- D. About Jabber
- E. Reset Jabber

Answer: A

Question No : 12

Which Cisco Unity Connection user field is used to map to an LDAP directory?

- A. SMTP Address
- B. Last Name

- C. Alias
- D. Display Name

Answer: C

Question No : 13

Which option can an administrator use to add users to Cisco Unity Connection in different time zones?

- A. User Templates
- B. Call Handler Template
- C. Contact Template
- D. Directory Handler
- E. Interview Handler

Answer: A

Question No : 14

A company wants to deploy IP telephony on its network. The engineer has to allow the existing switches to support Cisco IP phones that are connected to a Cisco Unified Communications Manager server. Which command should be configured on the switches to allow voice traffic on VLAN 50?

- A. switchport access vlan 50
- B. switchport mode access
- C. switchport mode trunk
- D. switchport voice vlan 50

Answer: D

Question No : 15

An SCCP IP phone places a call to a SIP phone that is registered to the same Cisco Unified Communications Manager Express. During the active call, call waiting indicates a second call is incoming to the handset, but the user decides to ignore it. In this scenario, what is the combined total number of signaling conversations and media flows that used

the SCCP phone as an endpoint?

- A. 2
- B. 3
- C. 4
- D. 5
- E. 6

Answer: B

Question No : 16

User A needs to have a line shared on the user B phone. Both phones register with Cisco Unified Communications Manager. Which method can be used from Cisco Unified Communications Manager Administration web pages to configure a shared line on the user B phone?

- A. Navigate to the user B phone > Add the user A DN.
- B. Navigate to the user B phone > Shared Line > Add the user A DN.
- C. Navigate to DN configuration > Shared Line > Add the user A DN.
- D. Navigate to end user configuration > Shared Line > Add the user A DN.

Answer: A

Question No : 17

An engineer is adding four cordless analog phones to Cisco Unified Communications Manager. Which solution best meets this requirement?

- A. Cisco VG202 Analog Voice Gateway
- B. Cisco VG204 Analog Voice Gateway
- C. Cisco VG224 Analog Voice Gateway
- D. Cisco VG350 Analog Voice Gateway

Answer: B

Question No : 18

An engineer receives an isolated report that the customer can make calls successfully from an IP phone to other IP phones, but receives an error recording when attempting to call someone over the PSTN. The user cannot recall the error recording to provide the specific error message. Which two steps should the network engineer take to begin troubleshooting? (Choose two.)

- A. Enable debug isdn q931 on the gateway and have user make the same call from the IP phone to PSTN again.
- B. Check the region used by the IP phone in Cisco Unified Communications Manager.
- C. Test the call using Dialed Number Analyzer in Cisco Unified Communications Manager administrator.
- D. Check the calling search space used by the line on the IP phone in Cisco Unified Communications Manager.
- E. Check the gateway to determine which codec is being used by the appropriate dial peer.

Answer: C,D

Question No : 19

An administrator wants to gauge the load and performance capacity of Cisco Unified Communication Manager devices, including conference bridges, gateways, and trunks. Which report would the administrator run?

- A. CAR
- B. CDR
- C. SIP
- D. RTMT
- E. CUBE

Answer: A

Question No : 20

An end user has made more attempts to log in than allowed, using the wrong voice-mail pin. The user has been locked out. Which submenu does an administrator select to unlock the pin?

- A. Change password
- B. Password settings

- C. Message settings
- D. Mailbox

Answer: B

Question No : 21

Which navigation pane should be selected to view the CDR statistics?

- A. Cisco Unified Serviceability
- B. Cisco Unified CM Administration
- C. Cisco Unified Reporting
- D. Cisco Unified OS Administration

Answer: A

Question No : 22

CDR/CMR Reporting is being enabled on Cisco Unified Communications Manager. As part of this process, which two service parameters must be activated? (Choose two.)

- A. Cisco CAR Web Service
- B. CDR Enabled Flag
- C. Cisco Serviceability Reporter
- D. Call Diagnostics Enabled
- E. Statistics Enabled

Answer: B,D

Question No : 23

Which option in RTMT would be used to monitor connections using Cisco Unity Connection?

- A. Port Monitor
- B. Called Party Tracing
- C. System Summary

D. Trace and Log Central

Answer: A

Question No : 24

An end user reports that conference calls are failing. Which fault domain should be investigated first?

- A. IP phone
- B. Cisco Unified Communications Manager Media Resources
- C. voice gateways
- D. network routers and switches

Answer: B

Question No : 25

An engineer is configuring the Cisco Unified Communications Manager disaster recovery system. Which three statements about the disaster recovery system are true? (Choose three.)

- A. It requires the use of schedules for backups.
- B. Backup files are encrypted using the cluster security password.
- C. If the backup device is listed in a backup schedule, it cannot be manually deleted.
- D. If the backup does not complete within 40 hours, the backup times out.
- E. Archiving backups to tape drives is supported.
- F. SSL is used between the master and local agents.

Answer: B,C,F

Question No : 26

Which menu does a voice engineer use to create a phone user account in the Cisco Unified CME GUI?

- A. Configure